

Performance Management: Getting Results in Public Health

<i>Standards</i> describe the basic functions a health department is expected to carry out—no matter what specific issue or concern arises.
<i>Statewide Health Indicators</i> describe what is happening in the population, looking at specific issues.
<i>Programs, services or activities</i> are designed to respond to, or mitigate, specific issues—performance measures tell us if a program, service, or activity is working. Measures may focus on processes, outcomes or impacts.
<i>Outcomes</i> are the desired results of a program, service or activity.

How these work together.... A Local Health Jurisdiction (LHJ) must be carrying out Community Health Assessment (a *Standard*)

so that



A sudden increase in injuries/deaths from vehicle crashes in one community is recognized (*Statewide Health Indicator*)

so that



A community strategy can be deployed, based on the best evidence about what works, (*Program, Service, or Activity*)

so that

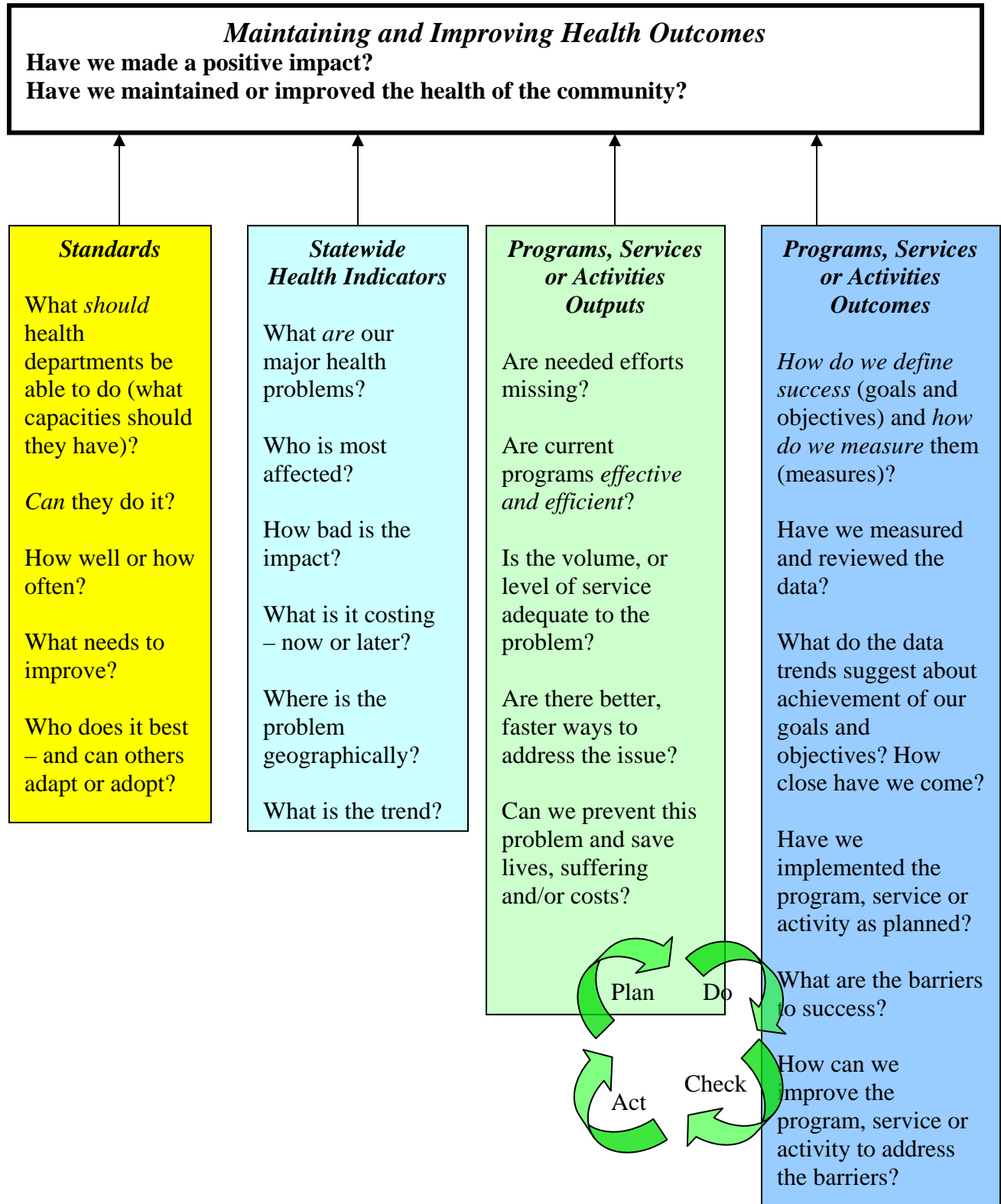


There are fewer injuries, deaths and/or crashes (*Outcome*)

This method works no matter what issue rises to high concern. If the basic function of assessment were not being carried out, the indicator would not have been observed or responded to. All of this happens in a cycle of improvement in which re-measurement occurs after implementation of a strategy to determine if improvement occurred. Ongoing efforts to maintain the health of the population also follow this cycle of improvement, using data to assure that outcomes continue to be achieved.

Standards for Public Health are designed to measure how well we are carrying out basic functions, and they are intended to be used with *Health Indicators* and *Program, Service or Activity* performance measures including *Outcomes*. Sometimes an *Indicator* and *Outcome* may measure the same thing.

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Performance Management Map (Tuberculosis [TB] Example)

